



Staffordshire Connects Strategic Advisory Board

12:00 noon on Friday 17th December 2010

Staffordshire Connects Office, Stafford

Minutes of the Meeting

1. Apologies

Apologies were received from Andy O'Brien - East Staffordshire Borough Council (ESBC) Jeanette Hilton, Newcastle Borough Council, Rob Salmon - Staffordshire County Council (SCC), Malcolm Vickers (MV) - Stafford Borough Council (SBC), Neil Mason (NM) - Stoke on Trent City Council (SoT CC), Paul Hayward (PH) - Staffordshire Connects (SCP).

2. Introductions

The Staffordshire Connects Strategic Director, Sander Kristel (SKr) of Staffordshire County Council (SCC) and Andrew Street (AStr), the Director of Staffordshire Connects (SCP) welcomed members of the Strategic Advisory Board (SAB) to the meeting which took place immediately after the Staffordshire Connects Joint Committee

David Elkington	Newcastle Borough Council (NBC)
Frankie Cartwright	South Staffordshire District Council (SSDC)
Frances Sawford (FS)	Staffordshire County Council (SCC) & SCP Legal
Jodie Guy (JG)	Staffordshire Connects (SCP)
Leanda Adams-Collett (LAC)	Staffordshire Connects (SCP)
Karen Webb (KW)	Cannock Chase District Council (CCDC)
Anica Goodwin (AG)	Tamworth Borough Council (TBC)
Sal Khan (SKh)	East Staffordshire Borough Council (ESBC)
Andrew Stokes (ASto)	Staffordshire Moorlands District Council (SMDC)
Rita Wilson (RW)	Lichfield District Council (LDC)

3. Minutes of Previous Meetings

a. Strategic Advisory Board - 24th September 2010

Resolved: These minutes were not discussed at the SAB meeting, but were accepted as an accurate record of the meeting at the Joint Committee on 17th December 2010.

b. Connects Customer First Group / CRM Group – 03rd November 2010

Resolved: These minutes were not discussed at the SAB meeting but were noted as an accurate record of the meeting at the Joint Committee on 17th December 2010.

4. Finance

a) Core Team – budget monitoring

These reports were not discussed at the SAB meeting but were discussed and accepted at the Joint Committee on 17th December 2010

b) CRM Team – budget monitoring

c) Core Team Budget Forecast 2011/2012

d) CRM Team Budget Forecast 2011/2012

5. a) Review of Partnership Work

Andrew discussed the proposed review of the Partnership work and how the projects should link into the Chief Executives' Group work streams. There would be a scaling up of projects in the Connects work plan. A matrix is to be drawn together to show how current Connects projects link into some of the Chief Executive's work stream, this work will involve some initial mapping. A number of issues must be addressed if Connects is to successfully link into delivery of workstream projects. The Chief Executives will need a project management board of officers at the next tier down. SAB could take on this role but do so it will need to meet more frequently. Secondly, there are limited resources for projects, especially with RIEP coming to an end and maximum use must be made of internal partner resources. The role of a project manager will be especially crucial

and partners need to work collectively to identify the best project managers they have and to free up some of their time. SAB would be critical to this.

The SAB confirmed that new monthly SAB meetings will be used to drive the enhanced work plan, to report up to Chief Executives and act as the programme board. SAB accepted that Staffs Connects as it operates currently, does not have all have resources to deliver the projects. The SAB members accepted that they will need to brief their Chief Exec's in advance of attendance at the Chief Exec's Group and fulfil the programme management role because the Chief Executives' Group meetings do not go into sufficient detail.

Action – Staffs Connects works with Andy O'Brien to create a matrix to show the both the links between and the gaps in the current Staffs Connects work plan and the Chief Exec's work streams and to highlight initiatives going on in parallel but which require a united strategic oversight. SAB members to help populate the matrix by informing the Connects Core Team of all relevant initiatives of which they are aware.

b) Risk Log

These reports are for information only and were not discussed at the SAB meeting.

6. External funding bids

The SAB members reviewed the external funding bids and would like to clarify which projects the money that has been given to the Chief Exec's group work stream.

Action - ASt to speak to AO regarding the monies allocated to the Chief Exec's group, and that some of the work is already taking place.

7. CRM Team – Future Scope and Strategy Discussion Paper

Main proposal of the report is to have workshops in the early New Year. The time frame for the workshops is short but the process should begin as soon as possible given partners indications that they might otherwise take procurement decisions independently of Connects. It will help if Tamworth Borough Council to decide if they can come back in to the partnership/CRM agreement. Some of the partners have different views around what is needed of the CRM system. Issues around 2 tier working, Joint Working, integration of CRM with the systems that the partners currently use now, how much of a new CRM should work on day one as opposed to being developed the future. Not all systems have the same capacity of the Oracle system now. Minimum core requirement is different between all partners as some have invested more money than others, lack of funds for capital expenditure. County Council may be able to provide the capital or a loan facility for the new CRM for other partners.

Action - SKr to start the process off regarding the capital funding issues before the workshop's in January 2011.

7b – Resourcing the CRM Work Plan

This was a report from Paul Hayward, Technical Manager.

Recommendation: the report asks for approval for the use of £17,500 out of the reserves to fund some work around the CRM as follows.

- Paper on LG45 capabilities – 3 days work @ £750 per day = £2,250.
- Paper on LG45 System Integration – 3 days work @ £750 per day = £2,250.
- Consultancy/knowledge transfer - 4 days work @ £750 per day = £3,000.
- GIS Integration – up to a limit of £10,000.

Resolved: The SAB have concerns that the whole £17,500 is going to the same consultancy/consultant and require 3 quotes before work commences. But the SAB did agree that we need a fully functioning CRM system and that it needs implementing, Paul Hayward is also tasked to looking at running the current system at a lower cost.

8. Shared Services

This report was not discussed at the SAB meeting and unfortunately a verbal update was not presented at the Joint Committee on 17th December 2010 due to the absence of the Project lead.

9. Customer Knowledge

This report was not discussed at the SAB meeting but a report and verbal update was presented at the Joint Committee on 17th December 2010.

10. Staffordshire Cares.

This report was not discussed at the SAB meeting but a report and a verbal update was presented at the Joint Committee on 17th December 2010.

11. Life Events.

This report was not discussed at the SAB meeting but a report and a verbal update was presented at the Joint Committee on 17th December 2010.

12. Public Protection.

This report was not discussed at the SAB meeting but a report and a verbal update was presented at the Joint Committee on 17th December 2010.

13. e-Payments

This report was not discussed at the SAB meeting but a verbal update was presented at the Joint Committee on 17th December 2010.

14. Notice to resign from CRM Hosting agreement.

Tamworth Borough Council – both CRM and partnership agreement.

Newcastle Borough Council – CRM Agreement.

These were not discussed at the SAB meeting but were at the earlier Joint Committee on the same day.

15. Any other Business

Macfarlane Telephony system is ending this year for some partners. County are signing a contract hopefully on the 24th Dec and will offer interested partners the opportunity to join. SKr will arrange a meeting for interested parties in the New Year.

Broadband – County are offering PSN, 1st meeting commissioning work around the problems around Staffordshire.

Next Meeting dates.

- Joint Committee: 18th March 2011 at 10am, County Buildings, Stafford
- Strategic Advisory Board: 19th January 2011 @ 10 in Burton
- Strategic Advisory Board: 3rd February 2011 @ 10 in Newcastle